



*Learning and Serving with Christ*

Saint John Notre Dame School  
309 Montrose Drive  
Folsom, CA 95630

(916) 985-4129  
(916) 985-7958 Fax  
[www.sjnds.org](http://www.sjnds.org)

June 19, 2018

Federal Communications Commission  
445 12th St SW  
Washington, DC 20554

Re: Docket No. 02-6  
St. John Notre Dame School, BEN 111361  
FCC Registration Number 0020500377

To whom it may concern,

I missed the FCC Form 471 filing deadline and wish to request a waiver. I missed the deadline because I was working with our service provider to solve several problems, got inundated with school work, and simply forgot to submit the form on time. I have since submitted Form 471 #181043004 in the USAC EPC with a Funding Commitment Request of \$1,847.28.

For the 2017-2018 school year we requested and received approval for E-rate funding to upgrade our Comcast internet services to a higher bandwidth. The upgrade was supposed to be completed on July 1, 2017. However, because of staff changeover and issues at Comcast, our services did not get upgraded until March 1, 2018 and the billing was not corrected until June 1. To date, we have not received any E-rate funds for the 2017-2018 school year, but this will be fixed by Comcast in the July 1 bill. I was hoping to have everything straightened out before the 2018 Form 471 filing deadline. See attached supporting documentation.

Thank you for your consideration. Please do not hesitate to contact me if you have any questions.

Sincerely,

Technology Director  
St. John Notre Dame School  
[felicia.heiler@sjnds.org](mailto:felicia.heiler@sjnds.org)  
cell: (916) 402-1463



Felicia Heiler &lt;felicia.heiler@sjnds.org&gt;

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**Re: [EXTERNAL] Re: FRN 1799076325 - ST. JOHN NOTRE DAME SCHOOL**

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**Felicia Heiler** <felicia.heiler@sjnds.org>

Mon, Jun 11, 2018 at 1:44 PM

To: "Osayemi, Bayo" &lt;Adebayo\_Osayemi@comcast.com&gt;

Thank you Bayo.



Felicia Heiler  
Technology Coordinator  
St. John Notre Dame School  
309 Montrose Drive  
Folsom, CA 95630  
felicia.heiler@sjnds.org  
916-985-4129

On Mon, Jun 11, 2018 at 1:05 PM, Osayemi, Bayo &lt;Adebayo\_Osayemi@comcast.com&gt; wrote:

Discount will be processed this bill run.

Thanks,

Bayo

**From:** Felicia Heiler [mailto:felicia.heiler@sjnds.org]  
**Sent:** Monday, June 11, 2018 2:49 PM  
**To:** Osayemi, Bayo <Adebayo\_Osayemi@comcast.com>  
**Subject:** Re: [EXTERNAL] Re: FRN 1799076325 - ST. JOHN NOTRE DAME SCHOOL

Hello Bayo,

Success!

Our June bill is now showing the correct billing amount for our 250Mbps service. Please let me know when we can expect our erate and CTF funding to be applied as our current bill is showing that we owe \$711.

Thank you,

Felicia Heiler



Felicia Heiler

Technology Coordinator

St. John Notre Dame School

309 Montrose Drive

Folsom, CA 95630

[felicia.heiler@sjnds.org](mailto:felicia.heiler@sjnds.org)

916-985-4129

On Mon, May 21, 2018 at 9:10 AM, Felicia Heiler <[felicia.heiler@sjnds.org](mailto:felicia.heiler@sjnds.org)> wrote:

Bayo,

Is there a contact person with your billing department? I am hoping that the billing would be fixed for our June 1 bill so that we can get our e-rate funds. I also need to file for next years FRN.

Thanks,

Felicia Heiler



Felicia Heiler

Technology Coordinator

St. John Notre Dame School

309 Montrose Drive

Folsom, CA 95630

[felicia.heiler@sjnds.org](mailto:felicia.heiler@sjnds.org)

916-985-4129

On Thu, May 3, 2018 at 7:26 AM, Osayemi, Bayo <[Adebayo\\_Osayemi@comcast.com](mailto:Adebayo_Osayemi@comcast.com)> wrote:

Hi Felicia,

Apologies for the late response. I'll forward your email to our billing department.

Thanks,

Bayo

**From:** Felicia Heiler [mailto:felicia.heiler@sjnds.org]

**Sent:** Wednesday, May 02, 2018 11:12 AM

**To:** Osayemi, Bayo <Adebayo\_Osayemi@comcast.com>

**Subject:** [EXTERNAL] Re: FRN 1799076325 - ST. JOHN NOTRE DAME SCHOOL

Hello Bayo,

We received our May 1 bill and it is still not updated to show the service upgrade. It has been two months since the new modem was installed so I would think that our billing should show the increase. Who should I contact to get our billing updated so that we can get our erate funding?

Thank you,

Felicia Heiler



Felicia Heiler

Technology Coordinator

St. John Notre Dame School

309 Montrose Drive

Folsom, CA 95630

felicia.heiler@sjnds.org

916-985-4129

On Fri, Mar 2, 2018 at 11:29 AM, Osayemi, Bayo <Adebayo\_Osayemi@comcast.com> wrote:

Hi Felicia,

That's great! The billing should be updated in a month or two. We'll apply funding afterwards.

Thanks,

Bayo Osayemi

Accounting Operations | Government Programs

Comcast Business

One Comcast Center; 20th Floor

Philadelphia, PA 19103

T. 215-286-7928

**From:** Felicia Heiler [mailto:felicia.heiler@sjnds.org]

**Sent:** Friday, March 02, 2018 2:09 PM

**To:** Osayemi, Bayo <Adebayo\_Osayemi@comcast.com>

**Subject:** Re: FRN 1799076325 - ST. JOHN NOTRE DAME SCHOOL

Hello Bayo,

We finally got the new modem installed yesterday afternoon. The person that handled the upgrade installation (reference #18609485) was Alexandra at the Denver office, (303) 662-6607.

Thank you,

Felicia Heiler



Felicia Heiler

Technology Coordinator

St. John Notre Dame School

309 Montrose Drive

Folsom, CA 95630

[felicia.heiler@sjnds.org](mailto:felicia.heiler@sjnds.org)

916-985-4129

On Fri, Mar 2, 2018 at 5:35 AM, Osayemi, Bayo <Adebayo\_Osayemi@comcast.com> wrote:

Hi Felicia,

Apologies for the late response. In order to receive your full eligible funding, we'd to hold off on processing your discount until the service upgrade is completed. Who's your assigned account manager handling the upgrade? We need to figure out what the issue is.

Thanks,

Bayo Osayemi

Accounting Operations | Government Programs

Comcast Business

One Comcast Center; 20th Floor

Philadelphia, PA 19103

T. 215-286-7928

**From:** Felicia Heiler [mailto:felicia.heiler@sjnds.org]

**Sent:** Tuesday, February 20, 2018 3:26 PM

**To:** Osayemi, Bayo <Adebayo\_Osayemi@comcast.com>

**Subject:** Re: FRN 1799076325 - ST. JOHN NOTRE DAME SCHOOL

Hello Bayo,

We have not received any reimbursements from Comcast to date. There have been issues getting our service upgraded and we are still paying \$225 per month until the upgrade is completed. What can be done so that we can start receiving reimbursements for services that started July 1?

Thank you,

Felicia Heiler



Felicia Heiler

Technology Coordinator

St. John Notre Dame School

309 Montrose Drive

Folsom, CA 95630

felicia.heiler@sjnds.org

916-985-4129

On Fri, Sep 1, 2017 at 8:33 AM, Osayemi, Bayo <Adebayo\_Osayemi@comcast.com> wrote:

Thanks for the feedback, Felicia.

Bayo Osayemi

Accounting Operations | Government Programs

Comcast Business

One Comcast Center; 20th Floor

Philadelphia, PA 19103

T. 215-286-7928

**From:** Felicia Heiler [mailto:felicia.heiler@sjnds.org]

**Sent:** Monday, August 28, 2017 12:09 PM

**To:** Osayemi, Bayo <Adebayo\_Osayemi@comcast.com>

**Subject:** Re: FRN 1799076325 - ST. JOHN NOTRE DAME SCHOOL

Hello Bayo,

We upgraded our services starting on July 1. Please see attached Comcast Service Order Agreement. I used the numbers from the Service Order to file for e-rate.

Please let me know if I need to do anything else on my end.

Thank you,

Felicia Heiler



Felicia Heiler

Technology Coordinator

St. John Notre Dame School

309 Montrose Drive

Folsom, CA 95630

[felicia.heiler@sjnds.org](mailto:felicia.heiler@sjnds.org)

916-985-4129

On Mon, Aug 28, 2017 at 8:37 AM, Osayemi, Bayo <Adebayo\_Osayemi@comcast.com> wrote:

Hello Felicia,

We're in the process of applying E-Rate funding for the 17/18 funding year, but the account number referenced on the reimbursement form that was submitted to us is currently billing at a lower rate than was approved for this FRN, are there any additional accounts to apply this FRN to or will additional services be turned up?

Account #: 926609733

Current MRC: \$225

Approved monthly amount: \$384

Regards,

Bayo Osayemi

Accounting Operations |Government Programs

Comcast Business

One Comcast Center; 20th Floor

Philadelphia, PA 19103

T. 215-286-7928



## BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: St. John Notre Dame School

WB ID#: 16777440

## CUSTOMER INFORMATION (Service Location)

Address 1 309 Montrose Drive  
Address 2  
Primary Contact Name Felicia Heller  
Business Phone 916-985-4129  
Cell Phone  
Pager Number

City Folsom  
State California  
ZIP Code 95630  
County  
Email Address felicia.heller@sjnds.org  
Primary Fax Number

Technical Contact Name  
Technical Contact Business Phone  
Property Manager Contact Name

Technical Contact On-site?  
Technical Contact Email  
Property Mgr Phone

## COMCAST BUSINESS CLASS SERVICES

Selection (X)

Business Class Voice	
Business Class Internet	X
Business Class TV	

Service Term (Months)

12

## COMCAST BUSINESS CLASS SERVICE DETAILS

## Business Class Voice\*

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Featured Voice Lines		\$59.95	\$0.00
Full Featured 4+ Lines		\$24.95	\$0.00
Mobility Lines		\$64.95	\$0.00
Mobility 4+ Lines		\$29.95	\$0.00
Basic Lines		\$24.95	\$0.00
Toll Free Number		\$10.00	\$0.00
Non-Published Directory Listing (No DL or 411)		\$2.00	\$0.00
Non-Listed Directory Listing (No DL, yes 411)		\$2.00	\$0.00
Voice - eMTA Equipment Fee		\$14.95	\$0.00
VOICE OPTIONS		Selection (X)	Total Cost
VoiceMail			\$0.00
Auto-Attendant*			

\*Voice offers &amp; options not available in all markets.

## Business Class Internet\*

INTERNET SELECTIONS	Selection (X)	Total Cost
Basic Connect		
Starter		
Premium		
Deluxe 25		
Deluxe 50		
Deluxe 75		
Deluxe 100+		
Deluxe 150		
Deluxe 250	X	\$349.95
Business Internet 500		
Business Internet 1G		
Internet Equipment Fee	X	\$14.95
INTERNET OPTIONS	Selection (X)	Total Cost
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1	X	\$19.95
Static IP - 5		
Static IP - 13		
Xfinity WiFi		
WiFi Standard		
WiFi Pro		
WiFi Pro Expanded Coverage		
WiFi Pro Equipment Fee		
WiFi Pro Expanded Coverage Equip Fee		

\*Business Class Internet speed tier selections not available in all markets.

## Business Class Offers

Package Name:
PACKAGE DESCRIPTION

## Business Class TV\*

TV SELECTIONS		Selection (X)	Total Cost	
Basic				
Select				
Information and Entertainment				
Variety				
Standard				
Preferred				
Music Choice Standalone				
TV OPTIONS		Selection (X)	Total Cost	
Sports Pack**				
Music Choice W/Business Class TV				
Canales Selecto				
Other Programming:				
TV OUTLETS		Quantity	Unit Cost	Total Cost
Additional Outlets			\$9.95	\$0.00
HD TV Box Charges			\$5.00	\$0.00
*Not available in home offices or private view establishments . TV selections & options not available in all markets. **Available for Standard & Preferred TV offers only				
mDTA Type	# of Outlets	NRC	MRC	

## COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class Installation	Selection (X)	Unit Cost	Total Cost
Installation Fee	X	\$0.00	\$0.00
Wi-Fi Pro Activation Fee		\$49.95	\$0.00
Voice Activation Fee*		\$29.95	\$0.00
Auto-Attendant Setup Fee		\$24.95	\$0.00
Voice Jack Fee		\$49.95	\$0.00
Directory Listing Suppression Fee		\$24.95	\$0.00
Toll Free Activation Fee		\$9.95	\$0.00

\*per line activation fee, up to four (4) line maximum charge.

Total Installation Charges:\*

\$0.00

\* Does not include Custom Installation Fees.

Total Monthly Service Charge

\$384.85

Promotion Code (if applicable)

Discount on Internet (if applicable)

Discount on Video (if applicable)

Discount on Voice (if applicable)

Total Discount

Total Recurring Monthly Bill:\*

\$384.85

\*Applicable federal, state, and local taxes and fees may apply.

## General Special Instructions

The Comcast Cable Communications, LLC SPIN No. is 143013564. The estimated Service Commencement Date shall be on or after July 1, 2017.

**Account Name:** St. John Notre Dame School

WB ID#: 16777440

## COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

Equipment Selection	Business Wireless Gateway
Business Class Webhosting	WH None
Transfer Existing Comcast.net Email	No
Number of Static IP's*	1

\*If 5 or 13 Static IP's are requested a static IP justification form is required

## COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type
Outlet 1 - Primary		
Outlet 2 - Additional		
Outlet 3 - Additional		
Outlet 4 - Additional		
Outlet 5 - Additional		
Outlet 6 - Additional		
Outlet 7 - Additional		
Outlet 8 - Additional		

**Additional Comments:**

Outlet Details for Outlets 9 & Up	Quantity
Analog	
Digital	
HDTV	
DTA	

## COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS

[illegible]

Toll Free #	Calling Origination Area	Associated TN

### Directory Listing and Yellow Page Details

Directory Listing	
Directory Listing Phone Number	
Directory Listing Display Name	
PLA Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

### Customer Equipment

Phone System Type (Key System, PBX, Other)
Phone System Manufacturer
Fax Machine Manufacturer
Alarm System Vendor
Point of Sale Device
Telex Closet Location

### Hunt Group Configuration Details

Hunt Group Features Requested (Yes, No)
Hunt Group 1 Configuration Type
Hunt Group 1 Pilot Number
Hunt Group 2 Configuration Type
Hunt Group 2 Pilot Number

### Additional Voice Details

Caller ID	
Caller ID Display Name (max 15 characters)	
Call Blocking	
Auto-Attendant	

### RCF Configuration Details

[illegible]

## BUSINESS CLASS SERVICE ORDER AGREEMENT

Account Name: St. John Notre Dame School

WB ID#: 16777440

## CUSTOMER BILLING INFORMATION

Billing Account Name St. John Notre Dame School  
Billing Name (3rd Party Accounts)  
Address 1 309 Montrose Drive  
Address 2  
Billing Contact Name Felicia Heiler  
Tax Exempt? No  
\*If yes, please provide and attach tax exemption certificate.

City Folsom  
State California  
ZIP Code 95630  
Billing Contact Email  
Billing Contact Bus. Phone  
Billing Fax Number

## AGREEMENT

1. This Comcast Business Service Order Agreement ("Agreement") sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. The Agreement consists of this document ("SOA"), the standard Comcast Business Customer Terms and Conditions ("Terms and Conditions") located at <http://business.comcast.com/terms-conditions-smb> (or any successor URL), and any other Service Orders entered under the Agreement. In the event of inconsistency among these documents, precedence will be as follows: (1) Terms and Conditions, (3) the SOA, and (4) any other Service Orders entered under the Agreement. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions. All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the Business Acceptable Use Policy located at <http://business.comcast.com/customer-notifications/acceptable-use-policy> (or any successor URL), and the Business Privacy Policy located at <http://business.comcast.com/customer-notifications/customer-privacy-statement> (or any successor URL), both of which Comcast may update from time to time and become effective upon posting.

2. Each Comcast Business Service carries a 30 day money back guarantee. If within the first thirty (30) days following Service activation Customer is not completely satisfied, Customer may cancel the Service and Comcast will issue a refund for recurring service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

3. FOR CUSTOMERS SUBSCRIBING TO COMCAST'S BUSINESS CLASS VOICE SERVICE CUSTOMER ACKNOWLEDGES RECEIPT AND UNDERSTAND OF THE FOLLOWING E911 NOTICE:

Comcast Business Voice Services (including Enhanced Voice Services such as Business VoiceEdge™) may have the E911 limitations specified below

- In order for 911 calls to be properly directed to emergency services using Voice Services, Comcast must have the correct service address (i.e. street address, floor and/or office number) for each telephone number and extension used by the Customer. If Voice Services are moved to a different location without Customer providing the correct information, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, emergency responders may be unable to locate the emergency on the premises, and/or Voice Services (including 911) may fail altogether. Customer is solely responsible for programming its telephone system to map each telephone number and extension to the correct location (floor and/or office number), and for updating the system as necessary to reflect a potential 911 caller's location on the premises, as well as subsequent moves or additions of stations within the premises.
- Voice Services uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice Services calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast only supports 911 emergency calling with Voice Services in those areas in the U.S. where Comcast can direct your company's 911 call to the appropriate PSAP in a manner consistent with applicable laws, rules, and regulations, including, without limitation, FCC rules and requirements. In an area where Comcast cannot support 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.
- Failure by Customer to make subsequent address updates, including updates to restore service address to the original registered Service Location, or failure to allow sufficient time for the Service Location update provisioning to complete may result in emergency services being dispatched to the incorrect Service Location.
- If the Registered Service Location provided in conjunction with the use of nomadic Comcast Equipment is deemed to be in an area Comcast cannot support for 911 calls, Customer will be notified before the completion of the update call. In this case, Customer must use an alternative means of accessing 911.
- Customers should call Comcast at 1-800-391-3000 or 1-866-207-5515 (for Customers using nomadic functionality) if they have any questions or need to update a service address in the e911 system. USE OF VOICE SERVICES AFTER EXECUTION OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE FOR VOICE SERVICES

4. Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the terms and conditions.

## CUSTOMER SIGNATURE

By signing below, customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <http://www.comcast.com/business/legal>.

Signature: *Felicia Heiler*  
Print: Felicia Heiler  
Title: Technology Director  
Date: 4/27/17

## FOR COMCAST USE ONLY

SUZANNE GWALTNEY  
Sales Representative:  
Sales Representative Code:  
Sales Manager/Director:  
Sales Manager/Director Approval:  
Division: West  
Lead ID: 16777440  
Contract Generation Date: 4/6/2017